Job Title: Chapter Services Coordinator
Reports to: Membership & Chapter Services Manager
Location: Remote
FLSA Status: Exempt
Job Type: Full-Time
Salary Range: $55,000-65,000

Position Summary:

The Chapter Services Coordinator is responsible for providing resources, guidance, communication, and administrative support as the primary staff liaison between GEAPS and 25 volunteer-led chapters across the United States and Canada.

The Chapter Services Coordinator builds strong relationships with volunteer leaders, promotes consistent chapter operations, provides responsive service to current and prospective chapters, and supports efforts to improve chapter engagement and retention.

This hands-on, highly collaborative position requires strong organizational, analytical, communication, and problem-solving skills. The ideal candidate will be adaptable and committed to supporting GEAPS members and advancing the association's mission.

This position is a fully remote role and requires up to 60% annual travel to support GEAPS chapter events, GEAPS Exchange, and other key events and initiatives.

Key Responsibilities:

Chapter Leadership Support

- Provide guidance, tools, templates, and resources to help chapter leaders fulfill their responsibilities.
- Support chapter officer transitions, leadership succession planning, and volunteer recruitment.
- Help chapters address operational challenges and identify opportunities to improve member service.
- Encourage consistent implementation of GEAPS policies, procedures, and membership service standards.
- Support the activities and initiatives of the GEAPS Chapter Resource Committee.

Chapter Programming

- Attend Chapter events on a routine basis, providing support where needed and acting as a GEAPS representative.
- Provide event-planning resources, communication templates, registration guidance, and best-practice recommendations.
- Assist chapters with event planning and promotion.
- Monitor chapter activity and assist inactive or struggling chapters with developing plans to increase participation.
- Identify opportunities to strengthen chapter programs, improve member experiences, and expand volunteer involvement.

Chapter Administration

- Maintain accurate chapter records including leadership rosters, event schedules, activity reports, budgets, and other required documentation.
- Assist chapters with understanding applicable financial, administrative, governance, and reporting procedures.
- Develop and maintain a centralized library of chapter resources, forms, policies, and operating procedures.
- Recommend improvements that simplify administrative work for volunteers and improve consistency across the chapter network.
- Prepare periodic reports for GEAPS leadership regarding Chapter activity, opportunities, challenges, and progress.

Role Requirements:

- Bachelor's degree in Business Administration, Marketing, Communications, Nonprofit/Association Management, or a related field is preferred. Equivalent relevant professional experience may be considered.
- 2–4 years of relevant experience in membership services, association management, customer service, database administration, or administrative coordination. Association or nonprofit experience is preferred.
- Experience using Microsoft Office applications.
- Ability to learn and adapt to new technology platforms and systems is required. Experience using databases, customer relationship management (CRM) systems or association management systems (AMS) is preferred.

- Strong organizational, analytical, and problem-solving skills, with excellent attention to detail.
- Excellent written and verbal communication skills with a customer-service mindset.
- Valid state motor vehicle operator's license.
- Ability to travel approximately up to 60% annually, including overnight travel, to support GEAPS activities. Proximity to a major airport is preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

- Individuals will work from home but will be willing and able to travel as required, including overnight stays.
- May require extended work hours, including evenings and weekends, during events.
- Frequently required to sit for extended periods of time.
- The noise level in the work environment is usually moderate.
- Occasionally lift and/or move up to 40 pounds.

Ready to join our dynamic team? Send your resume and a cover letter to careers@geaps.com. Learn more about GEAPS at GEAPS.com!

I acknowledge and understand this statement.

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Employee Signature Date

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Supervisor Signature Date

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